

# Infrastructure Technician (Level 3)



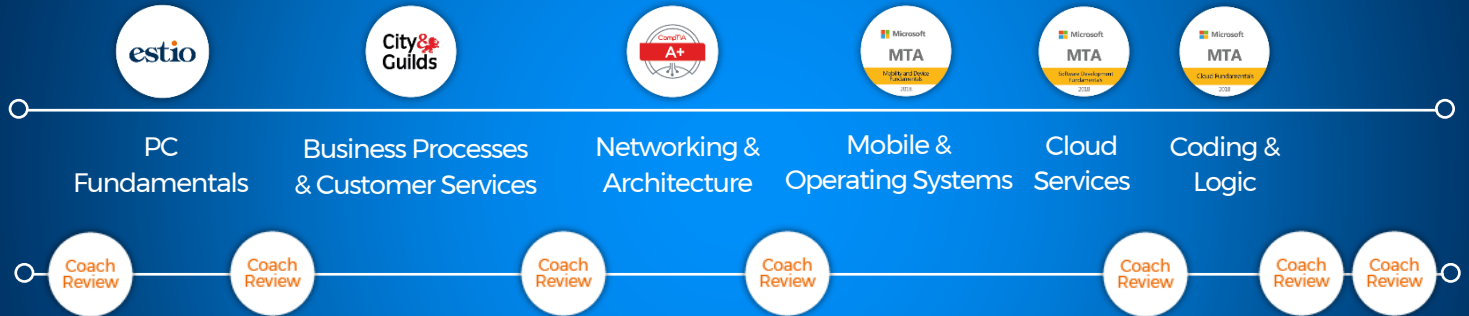
## Phase 1

Induction & Initial Assessment



## Phase 2

Training Modules and contact from Skills Development Coach



## Phase 3

Assessment Gateway



## Phase 4

End Point Assessment



## Apprenticeship Standard Infrastructure Technician (Level 3)

## Blended Learning breakdown

		Training Centre	Remote
<b>Phase 1</b>	Induction & Initial Assessment	1 day	Training Centre only
<b>Phase 2</b>	PC Fundamentals	1 week	Training Centre only
	Business Processes & Customer Services	1 week	20 hours self-study 2 remote training sessions
	Networking & Architecture - Part 1 (CompTIA A+)	1 week	25 hours self-study 5 remote training sessions
	Networking & Architecture - Part 2 (CompTIA A+)	1 week	25 hours self-study 5 remote training sessions
	Mobile & Operating Systems (MTA 98 - 368 Mobility & Devices Fundamentals)	1 week	20 hours self-study 4 remote training sessions
	Cloud Services (MTA 98 - 369 Cloud Fundamentals)	1 week	20 hours self-study 4 remote training sessions
	Coding & Logic - Part 1 (MTA 98 - 361 Software Development Fundamentals C#)	1 week	20 hours self-study 4 remote training sessions
	Coding & Logic - Part 2 (MTA 98 - 361 Software Development Fundamentals C#)	1 week	20 hours self-study 4 remote training sessions
<b>Phase 3</b>	Assessment Gateway	Up to 1 week*	Training Centre only
<b>Phase 4</b>	End Point Assessment	3 - 5 days	Training Centre only

\*To be arranged by your Skills Development Coach

# Course Details



## Induction/Initial Assessment

1 day in the training centre

## Functional Skills

**If required, learners will sit a Maths and/or 3 English exams.**

Allow 1 - 2 days per exam.

## PC Fundamentals

- Identifying & explaining computer components
- Installing software
- Establishing network connectivity
- Preventing security risks
- Communication
- Empathy & understanding impact

estio

## Business Processes & Customer Services

- Understands and complies with business processes
- Understanding of Security Operating Procedures
- Understanding and ability to work confidentially
- Understanding of how to work within the Company Operating Procedures
- Understanding and ability to comply with Data Protection
- Working knowledge of business IT skills relevant to the organisation
- Understanding of company IT requirements
- Understanding of company IT systems and platforms
- Understanding of company IT business required skills
- Understand software life cycles
- Understanding of desktop applications, messaging systems, document management

City  
Guilds

## Assessment Gateway, Assessment Preparation & Administration Week

**(Up to 1 week in the training centre)**

Preparation week to understand the four elements of the assessment gateway

For further information please contact the Estio Client Engagement Team on 01133 500 333

[www.estio.co.uk](http://www.estio.co.uk)

## Networking & Architecture

- Working knowledge of: a range of cabling and connectivity, the various types of antennas and wireless systems and IT test equipment
- Understands maintenance processes and applies them in working practices
- Understands the similarities, differences and benefits of up-to-date hardware available
- Understands and applies the basic elements and architecture of computer systems and business IT architecture
- Ability to understand and where to apply the relevant numerical skills e.g. Binary
- Understands the relevant networking skills necessary to maintain a secure network



## Mobile & Operating Systems

- Understands the similarities, differences and benefits of the current Operating Systems available
- Understanding of different platforms
- Understands the process for constructing PCs with applied Software utilised
- Understands and is able to apply knowledge to various operating systems with installations required for end to end testing.
- Understand native applications and tools
- Understands security principles associated with different platforms and operating systems
- Understands how to operate remotely and how to deploy and securely integrate mobile devices
- Undertakes a Data Network Deployed Exercise to implement and deploy remote and mobile communications technology
- Understands Secure Communications Interfaces for mobile connectivity
- Understand mobility
- Understand remote management and assistance
- Understand security in mobile devices



## Cloud Services

- Understanding and working knowledge of Cloud and Cloud Services
- Understand how to create and configure virtual machines
- Understand hosted applications, such as: email, server, storage, desktops
- Understand how to configure secure passwords and management of passwords
- Understand how to manage user and security groups and/or cloud identities and their importance
- Understand how to configure DNS records for services
- Understand how to enable client connectivity to Cloud Service
- Understands the importance of disaster recovery and how a disaster recovery plan works and their role within it
- Understand backup and recovery methods
- Understand what a Disaster recovery plan is and where it can be found
- Understand their role within the disaster recovery plan
- Understand what should be in a recovery plan
- Understand how and when it should be practiced or tested
- Understand how to implement and configure system recovery
- Understand how to configure file recovery



## Coding & Logic

- Understands the similarities and differences between a range of coding and logic
- Understand working/scripting at command line: particularly when supporting any server work
- Understand and recognise different coding and language
- Understand application life cycle management
- Understand algorithms and data structures
- Understand web page development



## Assessment Phase

**Summative Portfolio**

**Synoptic Project**

**Technical Interview with SME**

**Employer Reference**

## Achievement of Apprenticeship

**BCS Infrastructure Technician (Level 3)**

estio